

Mediation

To resolve complaints of discrimination

What is Mediation?

The Indiana Civil Rights Commission (ICRC) invites parties involved in discrimination complaints to resolve their disagreements through mediation. Mediation is a voluntary process in which an impartial third party assists the parties in resolving their dispute.

Advantages

- Allows the parties to get different views and perspectives
- Clarifies the issues causing the disagreement
- Stimulates problem solving efforts
- Provides the parties an uninterrupted opportunity to present their point of view
- Helps individuals focus on what they have in common
- Fosters the rebuilding of damaged relationships
- Enables parties to retain decision making authority
- Helps resolve conflicts in an informal and cost effective manner
- Allows parties to tailor a creative solution to their dispute

The Process

Once the parties agree to have the matter mediated, the case will be assigned to a member of the ICRC's Alternative Dispute Resolution (ADR) Team. Members of this team have successfully completed specialized training in mediation.

Mediation is most successful when parties:

- Approach mediation in good faith and an open mind
- Are willing to listen and to consider all aspects of the issues
- Are active participants in the mediation process
- Develop the terms of the settlement agreement with assistance of the mediator

For more information about mediation call 1-800-628-2909.



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